

## **Forward**

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSPs). It is specifically targeted to assist Personal Property Processing Offices (PPPOs), Personal Property Shipping Offices (PPSOs), and TSPs successfully operate in DPS.

This Smart Book is effective from 12 Sep 2014 until superseded

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## What's New in DPS

- **Maintenance Release (MR) 1.6.13** was placed into Production on 08Aug2013. See page 12 for a list of System Problem Reports (SPRs) fixes included in the release. Beginning on page 13 is an explanation of each one with screenshots when applicable.
- **Storage in Transit (SIT) Converted to Customer's Expense and Diversions.** For guidance, please contact the SDDC Operations Team directly or through the SDDC Personal Property Operations Team Organizational box at: [usarmy.scott.sddc.mbx.omb-for-pp-ops@mail.mil](mailto:usarmy.scott.sddc.mbx.omb-for-pp-ops@mail.mil).
- **DoD Customer Login ID for DPS.** Customers will now have capabilities to create passwords.
- **Screen Freezes In DPS.** The DPS Counseling module now performs a check on your browser to determine if your version of Internet Explorer will cause the DPS Counseling module to freeze. If your browser will cause a screen freeze, DPS displays a pop up window stating, “ DPS has detected a version of the Internet Explorer browser that may cause the system to freeze. To avoid this problem, DPS will **launch Counseling in a separate window**.” At this point, click on “Continue” to be redirected to the Counseling module.

## When to Use ETOPS

1. **Purpose:** To provide guidance on when to use ETOPS to book shipments.
2. **ETOPS Will Be Used for:**
  - Direct Procurement Method (DPM), and local move shipments should be entered (counseled) in DPS but processed using ETOPS. Once the customer's data has been entered into DPS it will be transferred into and processed in ETOPS.
  - All shipments going into NTS should be entered (counseled) in DPS but processed using ETOPS. NTS shipment releases (NTSR) from the east coast NTS Guardian Moving and Storage, Baltimore MD (AOAH) and Hampton, VA (BOAH) facilities and the west coast NTS facility Metropolitan Van Lines, Benicia, CA (LFAH) should be processed in ETOPS and the shipment documentations mailed or faxed to the NTS facility as outlined in the Personal Property Consignment Instructions Guide (PPCIG). (**ONLY Applies to OCONUS customers**)
3. **ETOPS** is expected to be phased out of service by 2019. For example, NTS capability moves to DPS in 2016.
4. PPSOs should continue to process **International OTO requests** using ETOPS and not in DPS until further notice. HQ SDDC will publish guidance detailing how the transition to DPS will occur for International OTO shipments.
5. PPSOs should process **Domestic BOTO and MOTO** through DPS.
6. PPSOs should continue to process **Special Solicitation (SS)** shipments using ETOPS until further notice. The only exception is for "CONUS to/from Singapore (COS 4&8)" and "Thailand to CONUS (COS 4&8)" SS channels, which will be processed in DPS. HQ SDDC will publish guidance detailing future shipment channel transitions to DPS that will occur for Special Solicitation shipments.

## DPS “Helpful Hints” for Known Problems

The DPS Helpful Hints are provided to facilitate the use of DPS by PPPOs/PPSOs and TSPs until full DPS functionality is achieved.

### Personally Procured Moves (PPM) 1 Mile Issue

1 Mile PPM Reminder for PPPOs: Be aware while creating or validating a PPM shipment. If the mileage calculates as "1 mile", DO NOT submit the shipment. You should go back to the Pickup and Delivery page and reselect the delivery address at 15 minute intervals. There will be times when DTOD is down so DPS will be unable to retrieve the mileage. If after a few attempts the mileage still calculates as "1 mile" you should contact the DPS Help Desk Tier 1/System Response Center (SRC) and create a Service Request.

### PPM Module “Trigger Questions”

The below listed “rules of thumb” provide the correct responses for both Incentive Based and the two types of

#### Actual Cost Reimbursement (ACR) PPMs “Trigger Questions”

- For Incentive Based (IB) PPMs:

The question, “Is Government Transportation Available,” must be answered, “**Yes.**” The question, “Is a Commercial Company being used,” must be answered, “**No.**”

- For ACR not to exceed GCC:

The question “Is Government Transportation Available,” must be answered, “**Yes.**” The question, “Is a commercial company being used,” must be answered, “**Yes.**”

- For ACR:

The question “Is Government Transportation Available,” must be answered, “**No.**”

The question, “Is a Commercial Company being used,” can be answered, “**Yes** or **No.**” \*

\* The PPPOs/PPSOs processing an ACR PPM should understand that even though the customer might be procuring a commercial company to move their PPM that does not necessarily mean that the question is answered “Yes.” **NOTE: Service Regulations differ on the Actual Cost Reimbursement (ACR) approval processes so ensure PPPOs/PPSOs consult the respective Service policy before approval of an ACR PPM is granted.**

### Transportation Operation Personal Property System (ETOPS) Interface

1. PPSO must click “ETOPS Confirm” under “Route” to complete the transfer of DPM, NTS, NTSR, and Local Move shipments from DPS to ETOPS (shipment status will change from "Send to ETOPS" to "ETOPS Confirm"). Do NOT click the "ETOPS Confirm" button until you have verified that the shipment is on the ETOPS Server. If clicked prematurely it will "flag" the shipment and it will not be sent to ETOPS. At that point the SRC must be contacted and a service request initiated.
2. The file transfer process currently occurs on a 15 minute basis. Depending upon the time of shipment routing it may take up to half an hour to transfer to ETOPS.
3. Counseling and transfer of DPM, NTS, and Local Move shipments in DPS is covered in the Counseling User Guide located under the Training tab in DPS. Counseling NTS shipments is in Section 5, counseling NTS Release shipments is in Section 6, and the transfer process of DPM, NTS, and Local Move shipments to ETOPS is in Appendix B. Details to access ETOPS via DPS with Citrix is in the ETOPS User Guide.

### **Channel and Rate Type Routing Issue (SR#1-44199139)**

The Code of Service (COS) is unavailable due to the missing Channel/Rate Type. The channel and rate are missing because information was changed on the Pickup and Delivery page and the “NEXT” button was not selected—users maneuvered through by using the navigation bar on the left. Selecting the “NEXT” button establishes the channel. If a PPSO is unable to route/award a shipment due to no Channel/COS populating in the Route A Shipment screen in DPS, users should ensure that they have ONLY one (1) session in DPS opened. In addition, if PPSO’s are unable to cancel the shipment due to the missing Channel/COS, please contact the SRC and create a Data Fix Service Request to have the shipment removed from the route queue.

## DPS Interim Solutions for Known SPRs

These interim solutions are the best available advice to the user until DPS is fully developed. Serena Business Manager (SBM)/Tracker numbers are provided as well as the anticipated “fix” date for the DPS modification schedule.

### Counseling Section - Interim Solutions

1. **Problem**: Non-Appropriated Fund (NAF) Shipments

Details: NAF shipments must be processed in DPS, however, payment for NAF shipments are currently not handled by Syncada. Therefore, NAF shipments must be manually invoiced to the paying office identified on the customer’s orders (not submitted in DPS).

Interim Solution: The origin PPSO must create a GBL correction notice changing block 21 to the appropriate paying office listed on the orders. The PPSO must provide the TSP a copy of the correction notice and advise them NOT to invoice US Bank via DPS.

SBM/Tracker Number: 5675. Planned Fix: TBD

### Shipment Management Section - Interim Solutions

1. **Problem**: Excess Costs Computation is Not Correct

Details: Excess Costs computation is not correct.

Interim Solution: Currently DPS calculates Excess Costs for excess weight only based on the estimated weight. Interim Excess solution is to click “Paying Officer Review” if member/employee is potentially in an excess cost status.

SBM/Tracker Number: 255 and 5237. Planned Fix: TBD

2. **Problem**: DPS will not generate a Certificate of Diversion

Interim Solution: Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS/CONUS: The Diversion functionality in DPS is not like the legacy program.

PPSOs who have a diversion are requested to contact the Operations Team @ [USARMY.scott.SDDC.mbx.omb-for-pp-ops@mail.mil](mailto:USARMY.scott.SDDC.mbx.omb-for-pp-ops@mail.mil) for guidance BEFORE taking any actions in DPS. Depending on the situation/location of the shipment, you will be walked through the steps to divert the shipment and reduce movement delays.

3. **Problem**: Allows user to choose “No Loss” and specify a Loss Amount.

Details: Allows PPSO QA user on Shipment Inspection page to choose 'No Loss' Type but



specify a Loss Amount. Logged in as PPSO QA, clicked Origin Inspections under QA Management, clicked Enter Inspections and Shipment Inspection page appears, chose 'No Loss or Damage' and 3000 for a dollar amount for 'Estimated Value of Loss/Damage' field. Application allowed me to continue and save.

Interim Solution: QA user should not use the No Loss or No Dollar Amount function at any time. SBM/Tracker Number: 4998. Planned Fix: TBD

4. **Problem:** Code T Airlift of HHGs.

Interim Solution: Code T shipments with Transportation Priority Two (TP-2) are available for use within DPS. Shipment must be to/from hard-lift areas and/or PPSO must have Service Headquarters approval to use TP-2. For PPSOs to utilize Transportation Priority Four (TP-4, space available airlift), they will require approval from the assigned aerial ports/ACA in order for these shipments to be processed as Code T in DPS. DPS will transmit advance TCMD data into FACTS as TP-2 and the responsible Air Clearance Authority (ACA) will change to TP-4. The DPS TP-4 transmission to FACTS is an identified problem that will be fixed in a future release.

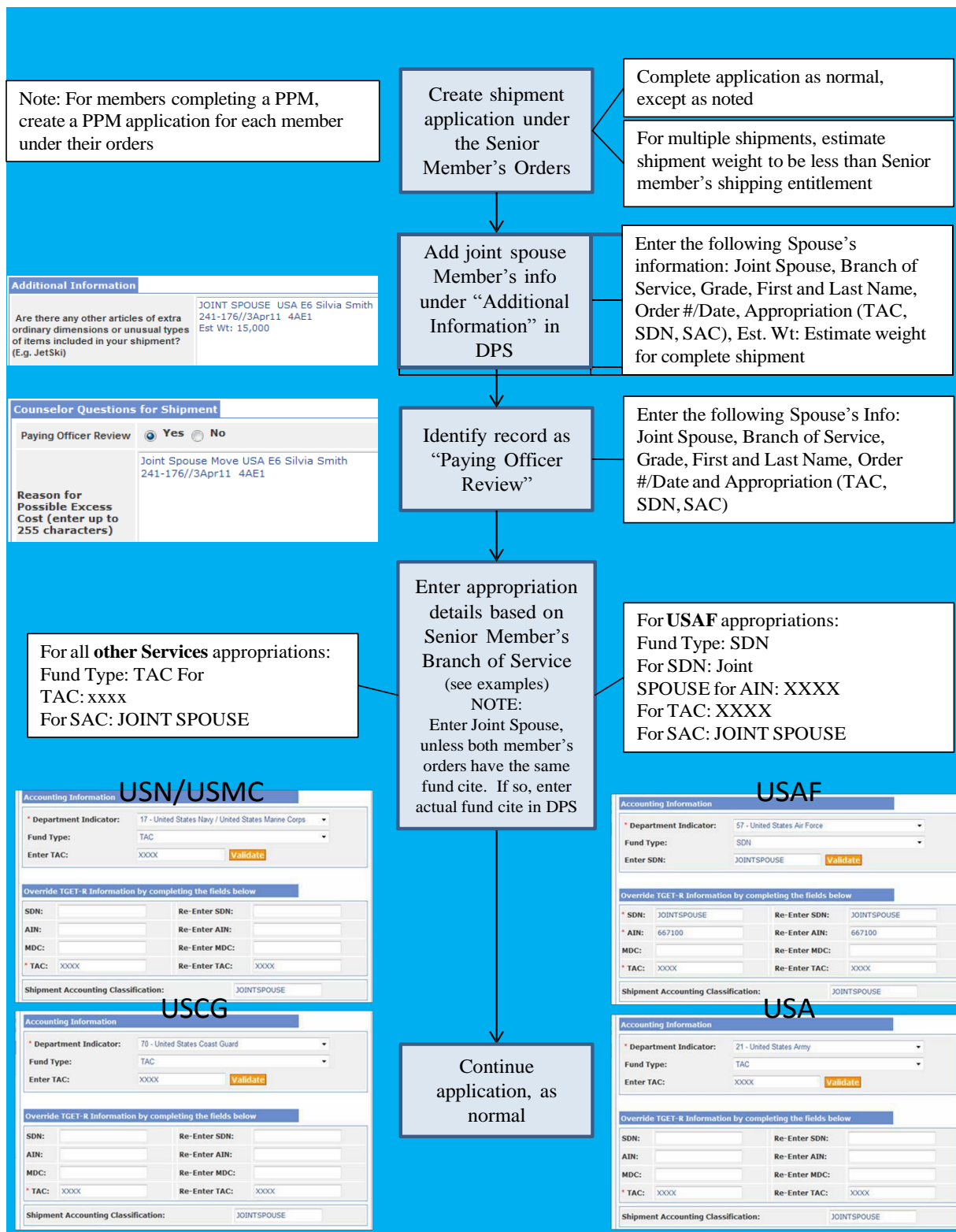
5. **Problem:** PPM NTSR Internal Core Error (SPR 7064)

Details: A core error occurs in NTSR shipments and the resulting HHG linked to the NTSR after clicking next on the Pickup/Delivery page.

Interim Solution:

- 1 – Create a second shipment
- 2 – ONLY enter the pick-up and delivery information
- 3 – Click “Next” \*\*\*DO NO ENTER ANY OTHER INFORMATION\*\*\*
- 4 – Go back to the first shipment where the DPS Core Error was received
- 5 – Continue processing the first NTSR shipment
- 6 – Once the NTSR shipment (first created) has been processed successfully (Routed and Booked), cancel the second shipment that was created

# DPS Joint/Combined Spouse Move Counseling Process



## DPS Points of Contact

1. Program Management Office, Household Goods Systems (JPMO HHGS)  
709 Ward Drive, Bldg 1990  
Scott Air Force Base, Illinois 62225
2. SDDC Systems Response Center (SRC)/DPS Help Desk,  
Numbers: (800) 462-2176 Option 5; Email: [usarmy.scott.sddc.mbx.G6-SRC-DPS-HD@mail.mil](mailto:usarmy.scott.sddc.mbx.G6-SRC-DPS-HD@mail.mil) Electronic transportation Acquisition (ETA) Administration
3. User ID and Password Issues Email: [sddc.safb.etaadminhd@us.army.mil](mailto:sddc.safb.etaadminhd@us.army.mil)
4. For additional information on DPS, go to [www.move.mil](http://www.move.mil)

## DPS Maintenance Release 1.6.13

Effective 08Aug 2014, DPS incorporated improved functionality in several areas. The specific System Problem Reports (SPRs) in this release are listed below.

- SPR 7202 – DPS Not Loading Communication File Pages For Any Interfaces In DPS
- SPR 7205 – Shipments Are Not Properly Timing Out

### **SPR 7202 (SR 1-49796572) – DPS Not Loading Communication File Pages For Any Interfaces In DPS**

*Primary Users: DPS Master*

**Problem Description:** User is unable to see the communication file or the shipment level detail for non-TSP interfaces. The user has tried clicking on the bars with the graphs, as well as using the specified links labeled ‘Communication Files’ and ‘Shipments’ above the graphs. Both resulted in the screen timing out.

**Analysis:** The pages within tracking that bring up lists of files takes too long to load and eventually times out. The query used to pull this information pulls all files and event information from the entire database – making the query take longer and longer each day to return.

**Results:** It was determined that the SW Developer will limit the initial data pull for tracking queries. The limit will not affect the ability of the user to search for necessary data files. The limitation of the initial data pull will increase performance and alleviate timeouts.

#### **Test Steps:**

- Login as DPS Master
- Click on the Tracking Tab
- Click the TSP link under the Invoicing menu on the left
- Verify the displayed results on both bar graphs display all available results
- Click a bar within the Daily Invoice transactions by Status graph  
Note: If no results are present, skip to step 9
- Verify results are displayed
- Clear the From and To dates
- Verify results are displayed
- Click a bar within the Daily File Transactions by Status graph  
Note: If no results are present, skip to step 13
- Verify results are displayed
- Clear the From and To dates
- Verify results are displayed
- Click on the Communications Files link

- Verify the displayed results are for 30 days or less  
Note: Due to design implementation, the search filter does not show a 30 day date range. The search filter should default to a 30 day range to match the developer's code change of a 30 day restriction. The user should be able to clear the dates and click the submit button. This would then provide all available results which includes those greater than 30 days.
- Select the *error* status from the dropdown  
Note: Due to design implementation, this step must be completed prior to the user attempting to pull all results.
- Click the Submit button
- Verify results are displayed
- Select the *any* status from the dropdown
- Click the Submit button
- Verify all results are displayed
- Click the Auto route-Book link under the Shipping menu on the left
- Verify the displayed results on the bar graph displays all available results
- Click a bar within the Auto Route-Book Shipments by Status graph  
Note: If no results are present, skip to step 30
- Verify results are displayed
- Clear the From and To Dates
- Select the *any* status from the dropdown
- Click the Submit button
- Verify results are displayed
- Click on the Dashboard link
- Click on the Shipments link
- Verify results are displayed  
Note: Code change was not made to ARB for it is not an Interface system
- Click the Gates link under the Shipping menu on the left
- Verify the displayed results on both bar graphs display all available results
- Click a bar within the Daily Shipment Transactions by Status graph  
Note: If no results are present, skip to step 40
- Verify results are displayed
- Clear the From and To dates
- Select the *any* status from the dropdown
- Click the Submit button
- Verify results are displayed
- Click on the Shipments link
- Repeat Steps 14-20
- Click on the Dashboard link
- Click on a bar within the Daily File Transactions by Status graph  
Note: If no results are present, skip to step 45
- Repeat Steps 35-39
- Click on the Communications Files link
- Repeat Steps 14-20
- Repeat steps 32-46 for the following links: FACTS, TOPS, and PPTAS
- Click the Timeout link under the Shipping menu on the left
- Verify the displayed results on the bar graph display all available results

- Click a bar within Timeout Shipments by Status graph  
Note: If no results are present, skip to step 54
- Verify results are displayed
- Clear the From and To dates
- Verify results are displayed
- Click on the Shipments link
- Verify results are displayed
- Click the Annual link under the Rating menu on the left
- Verify the displayed results on the bar graph display all available results
- Click a bar within the Bulk-Rate File Uploads by Status graph  
Note: If no results are present, skip to step 62
- Verify Results are displayed
- Clear the From and To dates
- Verify results are displayed
- Click on the Communications Files link
- Verify results are displayed
- Click the DFAS link under the Accounting menu on the left
- Verify the displayed results on the bar graph display all available results
- Click a bar within the Daily File Transactions by status graph  
Note: If no results are present, skip to step 68
- Repeat Steps 35-39
- Click on the Communications Files link
- Repeat Steps 14-20
- Click the Violators link under the Shortfuse Monitoring menu on the left  
Note: IAW Req. 2453 only SDDC DPS Master and SDDC Operations Non-Manager Roles
- Verify Hour and Day limit parameters
- Click on the Restricted link under the Shortfuse Monitoring menu on the left
- Click on the History link under the Shortfuse Monitoring menu on the left
- Select the SCAC dropdown list
- Log out of DPS
  
- Repeat Steps 1-75 under remaining resources

## **SPR 7205 – (SR 1-50156207) Shipments Are Not Properly Timing Out**

*Primary Users: TSP Master*

**Problem Description:** Shipments are not properly timing out beyond a locked record. If the process comes to a locked shipment, an exception is thrown resulting in no shipments to be timed out beyond the locked shipment.

**Analysis:** The timeout process is designed to pull back a list of shipments and go through each shipment one by one to test for timeout. If it comes to a locked shipment, the “LockedEntityException” is thrown a RuntimeException wrapped by the EJB classes as an EJB Exception. The timeout process is currently coded to handle the locked entity exception properly, but does not handle the EJB Exception. Since the code does not catch this exception, it breaks the loop and does not process (or timeout) any shipments beyond the locked shipment. This appears as a problem introduced by a Fortify Fix of “Overly Broad Exception.

### **Test Steps:**

**NOTE: SOME OF THE STEPS USED IN THIS SPR ARE TECHNICAL IN NATURE, THEY ARE AVAILABLE UPON REQUEST**

